

Tempe Fire Department Policies and Procedures
Crisis Assistance Response Effort – Care 7
305.05
Rev 07-27-04

PURPOSE

To provide guidelines for the operation of the Crisis Assistance Response Effort, (CARE 7).

POLICY

CARE 7 is used to provide immediate crisis counseling, assessment, resources and/or referral services to patients that are medically cleared by the Tempe Fire Department or are involved in a non-medical emergency. CARE 7 will stand by with or transport their particular customer to a behavioral health facility or other appropriate facility. In addition to crisis intervention services, CARE 7 will also provide a means of supervised transportation for these types of customers who access the 911 system but do not need to be evaluated in an emergency room.

PROCEDURE

STAFFING

The van is staffed with two people; one Community Services employee and one community volunteer or student intern.

OPERATING HOURS

CARE 7 operates 24 hours per day, 7 days per week

DISPATCH

CARE 7 will be dispatched through Alarm after request by a Fire Department company or an on-scene police officer. They will also be notified by alpha-numeric pager. CARE 7 staff will be required to notify Alarm they are responding, on scene, and available on radio for call tracking purposes. Additional information on police department only incidents will be obtained by calling Tempe Police Department dispatch. CARE 7 will only operate in the City of Tempe or in conjunction with Tempe Fire and Police Department personnel rendering service in other jurisdictions.

RESPONSE

All responses will be Code 2. Alarm will provide dispatches. CARE 7 will not add themselves to nor jump calls.

CUSTOMER ASSESSMENT

Tempe Fire Department companies will remain on scene until the arrival of CARE 7.

Specific customers examined who fall under the following categories will **NOT** be transported by CARE 7:

- Any person who is intoxicated with a decreased level of consciousness, that has not been medically evaluated.
- Any person who is violent and may be dangerous to themselves or others. Violent people who do not need medical treatment in an emergency room shall be transported by the Police Department. CARE 7 personnel should immediately leave the scene should they fear for their own welfare.

Examples of customers who fall under Care 7 transport/response criteria:

- Depressed or emotionally unstable people who have no medical problems and are requesting help or counseling.
- People who are contemplating suicide or are distressed emotionally and need counseling.
- A person who is requesting help/counseling for a drug or alcohol problem and is currently experiencing crisis.

- A chronic mentally ill person experiencing a crisis who has no medical/trauma problems and is not violent.

Other customers services we will provide:

- Assist person(s) involved in custodial/domestic issues and family fights.
- Assist victims of sexual/physical assault.
- Assist runaway children and teens.
- CISD and grief counseling to citizens or City employees involved in witnessing incidents.
- Assist customers with incidents requiring Child Protective Services, Adult Protective Services, or Red Cross.
- Assist in neighborhood disputes.
- Non-emergency, but urgent transportation to:
 - ☐ Behavioral health clinics.
 - ☐ Shelters.
 - ☐ Detox Center
 - ☐ Home.

PRIORITY SYSTEM FOR DISPATCH AND RESPONSE

- Request from Tempe fire or police units on-scene, with a patient meeting the criteria for a Care 7 response, that has been medically cleared. Goal is to return fire and police units to in-service status as soon as possible.
- Actively suicidal - has plan, lethal means, prior attempts.
- Critical incident grief counseling - SIDS, drowning, accident, homicide, suicide.
- Sexual/physical assault - rape, robbery, aggravated assault.
- Family fight/custodial disputes.
- Death notification - assist PD.
- Depressed/seriously mentally ill.
- Intoxicated - alcohol or drugs.
- Runaway - parent support.
- Neighborhood disputes.
- Emotionally upset/non-suicidal.
- Referral follow-up.
- Any non-emergency Fire company/PD officer deems necessary.

TRANSPORT

All customers transported by CARE 7 shall be monitored during transport by CARE 7 staff.

ENCOUNTER FORM/DOCUMENTATION

CARE 7 will complete an assessment form on all customers encountered or transported.

SUPERVISION

Supervision for CARE 7 will be provided by Community Services staff.

EQUIPMENT

Maps	Traffic Vests
Police & Fire Radio	Flashlights
Cell phone	Pager
Referral/Resource List	Infection Control
Infant Seats	Clipboard

SAFETY

All applicable safety practices and procedures will apply. Seatbelts/child car seats shall be utilized by all passengers and safety vests shall be worn when appropriate. All infectious disease exposure prevention methods will be followed.

CUSTOMER RELATIONS

The primary objective of CARE 7 is to provide exceptional, professional customer service to the public and to the members of the Tempe Fire and Police Departments.